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A study, conducted under a grant from Title I of the Library Services and Construction Act, was undertaken to determine: (1) the present level of library service in county and county-wide departments, agencies, and organizations in Nassau County, (2) what additional services are needed, and (3) how these services can best be achieved. Data were gathered by questionnaires and interviews with county governmental and county-wide nongovernmental groups. General needs identified in the study include: a list of community organizations; improvements in film services and a workshop on audio-visual service; more publicity on available library services, programs, and interlibrary loan services; and improved distribution of booklists and library publicity to county groups. Special concerns of the Nassau Library System Service Center involve: service to the disadvantaged, service to the chronically ill and homebound, and talking book service. Other major survey findings were: (1) that many groups are concerned with improving their proficiency in providing library materials to their staffs and clienteles, and they need help with professional collections, supplementary loans, and staff workshops and (2) that one of the greatest gaps in library service in Nassau County is service in the county institutions. Appendixes include the survey questionnaires and a list of the groups which responded. (JB)

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LIBRARY NEEDS OF COUNTY AND COUNTY-WIDE GROUPS IN NASSAU COUNTY, NEW YORK

LI 001425

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LIBRARY NEEDS OF COUNTY AND COUNTY-WIDE GROUPS IN NASSAU COUNTY, NEW YORK

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Garden City, New York
1969

THE NASSAU LIBRARY SYSTEM

THE LOWER CONCOURSE • ROOSEVELT FIELD • GARDEN CITY, NEW YORK 11530 • 516 741-0060
ANDREW GEDDES, DIRECTOR

March 31, 1969

Honorable Eugene H. Nickerson
County Executive
Nassau County
Mineola, New York

Dear Mr. Nickerson:

We are pleased to submit herewith the findings of our study of the library needs of County and County-wide agencies in Nassau County. We hope that this document will be helpful in assessing next steps that can be taken to provide additional library services to meet the specific needs identified during the study.

The study is something of a landmark and may well be emulated in other areas all across the state and the nation. We are particularly grateful to you for your interest in its launching. We would also like to thank your staff and personnel in all County agencies for their cooperation.

Sincerely,

Andrew Geddes
Director

AG:pab

ACKNOWLEDGMENTS

We appreciate the cooperation of the many people who have made this study possible. Special thanks are due the East Meadow Public Library for releasing Miss Loretta Kelleher, Assistant Reference Librarian, who so ably gathered the necessary data and conducted the study interviews. We thank Mrs. Lois Blume, Coordinator of Federal and State Aid, County Executive's Office, for her help in compiling mailing lists and her advice in preparing the questionnaire; the offices and departments of the County Government, all the County-wide organizations and other groups who completed questionnaires and especially those who gave the time for interviews. We are grateful to Miss Mildred Innace and Mrs. Priscilla Kimlingen for secretarial work done in connection with the study. Finally we express thanks to County Executive Eugene H. Nickerson for his encouragement, to the Director of the Nassau Library System Andrew Geddes, and the Assistant Director, Mrs. Dinah Lindauer for their guidance and advice throughout the study and the preparation of this report.

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CHAPTER I

INTRODUCTION

Objectives of the Study

This report details the findings and recommendations of a study undertaken between July, 1967 and January, 1968 to ascertain the present level of library service in County and County-wide departments, agencies, offices and organizations in Nassau County; to determine what additional library services are needed; and to recommend how they can best be achieved.

Authorization and Methodology of the Study

The idea for this study was first promulgated as early as 1966, when Mrs. Lois Blume, Coordinator of Federal and State Aid, Nassau County Executive's Office, visited the Nassau Library System Service Center (hereafter referred to as the Service Center) to discuss the need for additional library service to Nassau County Institutions.

It was immediately recognized that before any realistic recommendations for extension of library services could be formulated, it would be necessary to determine those services which were presently being offered in the institutions of the County. At the same time, it was pointed out that knowledge of the library services and needs of other County agencies, departments and offices would also be useful.

Accordingly, the Nassau Library System applied for and received a grant under Title I of the Library Services and Construction Act, administered by the Library Development Division in Albany, New York. The terms of the grant included County-wide non-governmental groups in addition to County governmental groups. (In this report the terminology "group" will be used to refer to public and private agencies, departments, offices or organizations.) The East Meadow Public Library (a member of the Nassau Library System) released Miss Loretta Kelleher, Assistant Reference Librarian for six months to carry out this study. Miss Kelleher's leave was later extended to seven months.

It was early discovered that there is no one place in the County

which has a complete listing of County and County-wide groups with addresses and names of the chief officers. As a first step, therefore, with the assistance of the County Executive's Office and the Library System's Reference Department, a list of 300 County and County-wide groups was compiled from twenty-five different sources.[1]

Each group was sent two questionnaires - one to be returned and one to be held for the respondent's files.[2] A letter, signed by the County Executive and the Nassau Library System's Director, together with an unstamped addressed return envelope, accompanied each questionnaire.[3]

A total of 156 questionnaires or 52% were returned.[4] Of this number, 81 respondents requested personal interviews. There were 70 actual interviews and three telephone interviews where personal visits could not be arranged. Because of illness, changes in the staff of the group, difficult schedules, or very late returns, it was not possible to complete eight of the requested interviews.

An examination of the 87 recommendations growing out of the study reveals that they vary greatly in their complexity, in the time necessary for their completion, and in their ultimate cost. Some of the simpler recommendations were achieved during the course of the Study; others have been completed since the Study or are in process of completion. Even were all the necessary financial aid available, the time factor alone would be a deterrent in the completion of all of the recommendations in the immediate future. It was essential, therefore, that priorities be set.

Consequently, a second questionnaire was mailed to 113 of the groups participating in the original Study, requesting that they check high or low priorities, or indicate "no need" for their particular groups. Of these 113 questionnaires, 77 or 68.1% were

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1 See Appendix I. Sources Used in Compiling List of County and County-wide Departments, Agencies and Organizations.

2 See Appendix II. Questionnaire sent to County and County-wide Departments, Agencies and Organizations.

3 See Appendix III. Letter from County Executive and Nassau Library System Director Accompanying Questionnaire.

4 See Appendix IV. List of Departments, Agencies and Organizations Returning Questionnaire with Designation of Those Interviewed.

returned.[5] It seemed evident in some instances that groups checked items which they felt should receive high priority for the County if not for their own group.

The answers to the two questionnaires and the interviews have been tabulated by services desired. A file of the completed questionnaires, a summary of each interview, fifty pages of tabulations, and a detailed report of needs and recommendations may be examined at the Service Center.

From this wealth of information, in line with the charge inherent in the terms of the grant, this report summarizes and analyzes the library needs of County and County-wide groups in Nassau County and suggests ways of meeting these needs.

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5 See Appendix V. Priority Questionnaire on Library Needs of Departments, Organizations and Agencies.

CHAPTER II

THE NASSAU COUNTY SETTING

To provide a context for this report, general information about Nassau County is given for areas considered relevant to this study.

Area and Climate

Nassau County encompasses a 298-square-mile area located between New York City on the west and Suffolk County on the east. Long Island Sound to the north and the Atlantic Ocean to the south act as moderating influences on heat and cold, resulting in a relatively mild climate.

Population

In 1940, the United States Bureau of the Census listed the Nassau County population as 406,748. By 1960, it had grown to 1,300,771. The Long Island Lighting Company estimated the 1967 population to be 1,423,812. Although the rate of growth has slowed due to the scarcity of vacant land, the Nassau County Planning Commission projects a population of 1,518,000 for 1970, 1,584,000 for 1975, and 1,700,000 for 1985.

Proportionately, more children and fewer older people live in Nassau than in New York's other 61 counties. In 1960, slightly more than 40% of the County's total population was under nineteen years of age. Projections by the Nassau County Planning Commission show that the large number in the 1 to 14 age group in 1960 will have shifted forward to the 10 to 24 bracket by 1970.

In Nassau the average adult has had more than 12.2 years of schooling compared to 10.7 years in the State and 10.6 in the nation.

History and Government

Long before the arrival of the white man, the land that was to become Nassau County was inhabited by a considerable number of Indian tribes.

The first white men to found permanent settlements in Nassau County came to Long Island in 1643 in order to escape religious persecution in the Connecticut Colony. In 1664, the English Crown

established the Colony of New York with limited self-government. Later, in 1683, the English divided Long Island into the three counties of Kings, Queens, and Suffolk. During the Colonial era and for the following two hundred years Nassau remained a part of Queens County. When the residents of western Queens elected to become part of the City of New York, a bill creating an independent County of Nassau was enacted. Nassau County, comprising the three towns of Hempstead, North Hempstead and Oyster Bay, and the areas that were eventually to become the Cities of Glen Cove and Long Beach, was officially established January 1, 1889.

In 1938, Nassau became the first county in New York State to adopt the County Charter form of government. The Charter established the office of County Executive as head of the governmental structure. As administrative officer for the County, he manages the budget and appoints heads of county departments with the approval of the Board of Supervisors which previously had handled County matters and now serves as the legislative body of the County.

County government has greatly expanded in the past twenty-five years in such areas as public health, welfare and highway construction. At the same time, the 64 incorporated villages, the 80 unincorporated areas and the 269 special districts and school districts have been able to keep their local autonomy. Nassau County has 56 school districts providing elementary education, headed by publicly elected boards, and 54 of these also furnish secondary education. School taxes are collected by the towns, as are all local taxes, except those levied by villages.

Each of the 64 incorporated villages has a board of trustees and a mayor. Villages levy taxes to support local services, such as road maintenance, sanitation, fire protection, and in some cases police protection. They have their own assessment rolls distinct from those of the County.

The two cities are entirely outside the jurisdiction of the three towns and have their own elected government officials.

The 1966 Data Book for Nassau County lists:

9	Nassau County Government buildings housing 42 offices and departments
7	Other offices
11	Additional County facilities
10	Advisory Committees
18	Boards and Commissions

In 1967 Nassau's County Government had a budget of approximately $200,000,000, somewhat under half of which was for wages and salaries.

In addition to the Nassau County boards and offices, in 1966 there were in Nassau County:

12	State offices
22	Federal offices
2	City offices
3	Town offices
64	Village offices
58	Planning Boards
65	Zoning Boards of Appeal

Long Island Industry

Born of war and brought to sudden maturity in the wake of Pearl Harbor, the Long Island business community has become in the last twenty-five years a center of research and development for numerous large and small industries. Variety in employment, diversification of products and stability of operation are evidenced.

Twenty-five years ago, Nassau was basically the home of the New York commuter. Today, well over half of the total workers are employed in their home County of Nassau.

CHAPTER III

THE LIBRARIES OF NASSAU COUNTY

The Public Libraries

All 53 of the public libraries in Nassau County are members of the Nassau Library System. Of the tax supported public libraries, 13 are village or minicipal libraries; 6 are association libraries; and 32 are school district libraries. Two areas - Shelter Rock and Uniondale - are special library districts whose taxes are derived from town levies.

As of June 30, 1968, book stock in the public libraries totaled 3,205,981 with an individual range from a low of 11,829 to a high of 231,950. There are twenty-seven libraries with collections in excess of 50,000 volumes. Since 1960, fifteen libraries have moved to new buildings, and three have enlarged their quarters. Nine libraries have new buildings or additions in various stages of construction. In addition, eight new libraries have been established.

Unserved Areas

Approximately 22,250 residents of the County live in areas that could, by their size, support libraries.

However, approximately 32,000 people reside on the periphery of incorporated villages whose budgets support public library service. These residents are "unserved" because incorporated village lines are not co-terminous with school districts. These "pocket" areas involve population in Old Westbury and North Hills and parts of Floral Park, Valley Stream, Malverne, Hempstead, Lynbrook and East Rockaway.

Nassau Library System Service Center

The Nassau Library System Service Center provides the member libraries with cooperative purchasing, cataloging, technical processing, inter-library loans, consultant services, direct reciprocal borrowing privileges and book delivery services.

In addition to the over 25,000 volumes to remain in the Service Center's Reference Department, the Nassau Library System has recently been reorganized to include two co-central subject centers and a center for Art and Music:

	Subject Interest
East Meadow	Psychology, Religion, Social Sciences, Language and Linguistics, History and Biography
Levittown	Science and Technology, Literature
Hewlett-Woodmere	Art and Music

The System Reference Department serves the general public through the member libraries. However, County Government departments and school and special libraries may call the Reference Department directly. The Service Center with its 18,000 reels of periodicals and newspapers is the major source of microfilm in the County through inter-library loan. The Union Catalog lists some 300,000 non-fiction holdings of the member libraries. A fiction referral service based on a list of 397 recognized authors was started in 1964. A union list of some 2,000 periodical titles and holdings is maintained. The holdings of the Nassau County academic and special libraries are not included. The Nassau Library System Service Center is also a government documents depository for both United States and New York State Documents. It encompasses several hundred thousand documents.

The number of written interloan requests has grown to approximately 80,000 a year, of which more than half are filled within three days either from the Service Center collection or from member libraries.

Titles not available through the Union Catalog are relayed daily, via TWX to the State Library. If not available at the State Library, titles may upon request be obtained through the subject referral network. This network consists of the resources of the Brooklyn, Queensboro and New York Public Libraries and eight specialized subject libraries, e.g. Columbia University Teachers College, Union Theological Seminary, Cornell University Library, etc. TWX also links the Nassau Library System to the 21 other Library Systems in New York State. Chambers of commerce, professional groups, and civic and governmental organizations also provide research sources. Interloan or photocopies may be

requested by mail.

There is a regular pickup and delivery service between the Service Center and the member libraries. Depending upon need, stops are made daily or several times a week.

The Service Center's Audio-Visual Department maintains a collection of over 700 16mm sound motion pictures which are available to individuals and groups through the member libraries. Organizations and other groups serving the entire County may register for film service directly with the Service Center although they are encouraged to use the local library wherever possible. A film circuit conducted by some ten member libraries also provides film service.

Some member libraries have collections of 8mm films, filmstrips or slides. Most of the libraries have circulating record collections.

Consultant service from the Service Center is available for adult, young adult, and children's services as well as for public relations, audio-visual, reference and technical services.

The members of the Consultant staff have worked with several of the County and County-wide groups in a variety of ways since the formation of the Nassau Library System. However, no plan of service on a regular basis has been developed.

Academic Libraries

There are eight academic libraries in Nassau County in accredited institutions of higher learning.

Increasing enrollments are placing additional strains on resources and plants of most academic libraries despite their efforts to increase holdings. However, these libraries are generally willing to give inter-library loan service and photocopies to other libraries. Most of them are open to the public, above high school level, for reference use although members of the general public may be subject to restrictions and special regulations.

Special Libraries

Industries and various organizations and institutions on Long Island maintain libraries to support their research and subject interests.

Among these subjects are medicine, aeronautics, astronautics, Long Island history, atomic energy, electronics, religion, mathematics, physics, vocational rehabilitation and law. The Newsday research library maintains a clipping file of Newsday articles by subject.

The extent to which resources of the various special libraries are made available to those outside the organization varies considerably. Special libraries are usually willing to answer telephone reference questions and supply photocopies. Many of the special libraries are not open to the general public because of lack of space and security regulations. In general, an attempt is made to make resources available to the serious researcher. In many libraries, materials are not available in sufficient quantities to allow for extensive inter-library loan arrangements.

CHAPTER IV

INTRODUCTORY COMMENTS ON THE QUESTIONNAIRES AND INTERVIEWS

Table 1

Number of Questionnaires and Interviews

300 Questionnaires Mailed
156 Questionnaires Returned
144 Returns Tabulated[6]
81 Interviews Requested
73 Interviews Completed

The fact that 81 groups felt it would be to the mutual advantage of their organization and the Nassau Library System to talk over ways of working together testifies to the need for increased understanding of library services in the County as well as to the interest in library services of many County groups. Had time permitted, there would have been more follow-up of unanswered questionnaires.

Each interview was built around the questionnaire returned by the group. The objectives of the interview were:

To determine and define more clearly the group's need for library services;

To make clear to the group
a. services which presently exist and
b. how to obtain these services;

To explore other possible and needed services which the Nassau Library System is not presently equipped to handle, but which should be considered for possible future implementation;

---

6 Of the 156 organizations returning questionnaires, 4 sent duplicate copies; 2 were located outside of the County; 1 has since moved outside the County; 1 has closed; 4 completed questionnaires for their own local organization rather than for the County-wide group they also represent.

To discover which groups might benefit from a visit to the Nassau Library System and an appointment with the appropriate consultant or consultants;

To encourage an exploration of local library facilities by the group.

It became clear that there are many groups in Nassau County which are completely unaware that cooperative library services exist in the County. Again and again in the interviews incredibility was the initial response to the explanation of the scope and variety of library services and materials available.

A number of those groups not requesting interviews commented rather fully on their library needs. The survey and subsequent interviews helped to spark an interest in the meaningfulness of library services. Many of the comments on the questionnaires or during the interviews expressed a concern for a need to be kept continually apprised of available library services and materials relating to their business and professional interests.

It was soon learned that the answers on the returned questionnaires did not give a complete picture of library needs. Day after day, one hour interviews stretched into two. As busy administrators posed question after question, their interest in library service and their need to learn more became evident. There were 65 additional interests which came to light during the interviews. These were not apparent from a reading of the questionnaires alone.

Although hospitals and other paramedical groups contacted in the course of this study have expressed unique and specialized medical needs, in some cases outside the scope of public library service, including them in the study has served to kindle administrators' interests in the need to update and reorganize their library collections. It has also resulted in apprising them of relevant public library services and interlibrary loan facilities. It has further pointed out to medical and paramedical agencies the need of establishing closer contacts with other established and experienced medical librarians and the Medical Librarians' Association of Long Island.

CHAPTER V

CLASSIFICATION OF GROUPS, AGES SERVED AND NUMBER OF BRANCHES OR DEPARTMENTS IN LOCAL COMMUNITIES

Classification of Groups

Whereas only 37 of the 144 groups whose returns are tabulated indicated a single classification, 107 groups checked several classifications. It is of interest to note that not one of the groups completing the questionnaire checked the Political classification.

Table 2

Classification of Groups[7]

No. of Groups	Classification
7	Business
18	Cultural
67	Educational
34	Governmental
34	Health (Mental)
55	Health (Physical)
42	Informational
11	Inter-group
3	Labor
0	Political
34	Professional
26	Recreational
8	Religious
40	Service
2	Veterans
15	Vocational
19	Vocational Counseling
18	Welfare

7 See Appendix VI. Classification of Groups Not Answering Questionnaires.

Table 3
Ages Served by Groups

No. of Groups	Ages Served
4	Pre-School - 19
2	Pre-School - 21
6	Pre-School - 60
51	Pre-School - 60+
7	6 - 19
1	6 - 20
2	6 - 60
6	6 - 60+
1	7 - 17
1	13 - 19
3	13 - 60
18	13 - 60+
1	14 - 60+
1	15 - 17
1	16 - 22
3	16 - 60+
1	18 - 60
1	18 - 60+
12	20 - 60
15	20 - 60+
1	21 - 60+
3	60+
1	All who ask
3	No answer
Total 144	

Table 4

Number of Groups with Branches or Departments in Local Communities

No. of Groups	Branches or Departments
47	yes
96	no
1	no answer
144	Total

CHAPTER VI

LIBRARY SERVICE: A TWO-WAY STREET

Although one purpose of this Study was to determine how libraries might better serve County and County-wide groups, it is gratuitous to even mention that from the beginning the results of this Study became a two-way street, useful to groups and libraries alike. Some of the more general needs and recommendations are described in this chapter.

A List of Community Organizations

The County Executive in a memorandum to all County departments and agencies expressed the hope at the beginning of this Study that a comprehensive list of community organizations and their addresses would be an important by-product of the Study.

The Mental Health Association of Nassau County wrote:

> "There is no agency geared to provide a complete list of community organizations. If the Nassau Library System could set this up, it would render a central service for which I am sure all agencies would be grateful."

The list of 300 County and County-wide departments, agencies and offices, compiled as a first step of this Study, is probably the most up-to-date listing available in one place but it is far from complete. Nevertheless, several County and County-wide groups have already used it for one reason or another.

This is one of the greatest needs to be expressed in the Study. For this reason, it is urged that funds be made available for the compilation, printing and annual up-dating of a list of all County and County-wide departments, agencies, offices, and organizations with addresses and names of the persons in charge.

Closely related to this need is that for listings of groups in the local communities. Many of these groups are associates, affiliates, branches or chapters of parent County and County-wide groups. Several of the communities either through the library or some other interested group have compiled complete manuals of their community groups. Copies are available for distribution from the

individual libraries. The Service Center has a file for reference use. Wherever possible, libraries not having local community listings should be encouraged to initiate such projects.

Film Service

Although many of the groups answering the questionnaire were already library film borrowers, a large number were not, simply because they were not aware of the service. Film catalogs with an annotated listing of the System's film holdings were given to all groups requesting them in the interviews. As a result several new film borrowers were immediately registered.

One of the problems experienced by all film users is the lack of opportunity for previewing films to be used for training or program purposes. This need was expressed by many groups. A few of these groups have recently participated in the young adult monthly previews conducted by the Service Center for member library staff. Arrangements have been made for a few groups to screen films in their particular area of interest. This service is of benefit to the Service Center as well as to the groups since it offers an opportunity for film evaluation by subject specialists. It is hoped that the time will come when it will be possible to extend this service.

Several groups expressed a wish that the Service Center might make available special training and subject films of interest to their particular area of service. Although the Service Center does not have funds to purchase materials of a specialized interest, it is suggested that a cooperative arrangement might well be worked out whereby a group might purchase the film and house it with the library collection where it would be serviced and inspected after each use. In some instances the Service Center might consider providing part of the initial cost of the film. Since the film would be available to all film borrowers, it would have wider use than if it were housed in a particular office or organization.

Workshops

Many groups indicated their need for a workshop on audio-visual services. In fact, the need for workshops received high priority ratings from many groups. These workshops cover a variety of subjects and interests shared by member libraries as well as by

groups. All requests are listed in Appendix V. Priority Questionnaire on Library Needs of Departments, Organizations and Agencies. They will be considered for possible implementation as time and budget permit. It is recommended that two of the workshops be further explored for presentation in the immediate future. The first of these is a workshop on library information and reference to brief the staffs of County and County-wide groups on more effective library use.

The second of these workshops is an extension of the very successful one-session programs held in two member libraries for the homemaker planning to return to work as well as for women already working. These meetings presented by the Nassau County Vocational Center for Women have pointed up the need for a series of meetings rather than single meetings. It is hoped that such a series will be presented in two or three libraries in the spring of 1969. Allied to the workshops for women returning to work, were requests for a workshop with a cross section of personnel in the general employment and counseling fields to explore with the librarians possible areas of cooperation. Several groups also mentioned the need for more easily available career and vocational material in all member libraries.

Inter-Library Loan Service

It was pointed out in the Study by many groups that too frequently library patrons seem to have little or no understanding that if a book does not appear in the card catalog of the local library it can usually be obtained for the borrower from another library. A few of the comments were:

> "A great many potential library borrowers are unaware of this wider aspect of service (inter-library loan) and consequently bear negative attitudes toward their own community library."
>
> "We have been using the New York Public Library and the National Council on Crime and Delinquency for our research level materials. Nassau County needs a library information service for answers to specific questions." (This, the Service Center has.)
>
> "There is a need for our membership to know the extent to

which materials which seem to be non-available in their local libraries can be secured."

"We need a rapid search service on special journals which are unavailable through medical sources." In this instance through the Service Center's inter-library loan system eight out of eleven British mental health items, previously unsuccessfully sought elsewhere, were obtained.

One obvious way of increasing the knowledge of inter-library loan service is the Service Center's newly adopted practice of including on all non-fiction reading lists a reminder that books not listed in the local card catalog can be searched through the inter-library loan network. Libraries can be encouraged to display prominently a reminder of the service, if they do not already do so. There was a real need expressed by many groups for an attractive brochure describing, in a simple and meaningful way for non-library users, inter-library loan and other services offered by all member libraries.

Distribution of Materials

Quantities of informational materials from very many groups have been sent from the Service Center to the member libraries. There are, of course, those groups which have long been aware of the public library as a focal community point for disseminating information to a wide variety of people. There are many other groups which apparently have been made aware of this factor for the first time.

While serving these groups, libraries too have benefited as they have been able to give additional information to their clienteles.

Library Releases Sent to Interested Groups

To counteract the apparent lack of knowledge about library service among their members, several groups - both governmental and private - representing some 13,000 members and potential library users, offered to reprint in their newsletters information about library programs and services. As a beginning step, the Service Center will mail pertinent library releases to those groups which requested them.

Subject Reading Lists

As another result of the Study, the Service Center has reviewed its selection of special subject reading lists to be prepared for general distribution in line with suggestions of need from the member libraries and the groups participating in the Study. Lists will be issued as budget and time allow. Group requests for the lists were of two types - those for staff use or for distribution from the parent group, and those for wide distribution through the membership, chapters and affiliates of the County and County-wide groups. Many subjects were represented in the requests.

The following lists have been completed; an updated list of large type books - Lay Your Magnifying Glass Aside; a list of books for the woman returning to work - Business Becomes You; a list of books on Looking Toward Retirement - to be used in connection with a series of meetings in various areas of the County co-sponsored by the County Office for the Aging and the Public School Adult Educators, with the cooperation of the Public Libraries. A book mark explaining the Dewey Decimal Classification in understandable terms has been printed for adults and young adults. In process are a comprehensive list of books on Afro-American Culture and History for all ages and an updating of the list Pointers for Program Planners.

Distribution of Sample Library Materials for Quantity Ordering

During the Study interviews, many sample booklists and materials describing library services were distributed. Since the County and County-wide groups have responsibilities for serving the entire County and at least a third of them have branches or departments in the local communities, the potential for distribution of materials through these groups is limitless. As one of the first steps in meeting the needs of groups, a sample of each new booklist or brochure, if relevant, with forms for requesting additional copies will be sent to groups participating in this Study. This new service will be tested on an experimental basis to determine the extent of the requests and the ability of the Service Center or the member libraries to meet the demand.

During the Study, this plan was successfully tried with the Nassau County Optometric Society which immediately requested 200 Talking

Book registration forms for a membership mailing. Each registration had an order form attached. The membership response to this publicity accounted for requests for approximately 100 additional copies, resulting in new talking book borrowers in several member libraries.

CHAPTER VII

SOME SPECIAL NEEDS

It is the concern of the Service Center to keep in constant contact with County and County-wide groups in order to be aware of the developments and library needs of the group life of the County and to keep these groups alerted concerning services offered by local libraries. On the other hand it is also the aim of the Service Center to keep member libraries apprised of group developments and possible cooperative efforts. The Service Center stands ready to assist libraries in whatever way needed as they become more involved in planning projects, programs and exhibits in cooperation with groups in their communities, especially those groups which are branches, associates, affiliates or departments of County or County-wide groups.

The Service Center is particularly conscious of its responsibility to keep libraries up-to-date as to developments in County services to the disadvantaged and the homebound and informed as to expressed and unexpressed library needs in these areas.

Service to the Disadvantaged

In the summer of 1968, the County Department of Parks and Recreation planned a mobile recreation enrichment program for economically depressed areas. The Service Center and the member libraries were invited to participate in this program. The System accepted this invitation as one of the ways in which it could cooperate in a County-sponsored project. Avis made an Econoline Van available and the County furnished a driver. The Library System furnished staff and materials. The van - designated as a mini mobile - showed 16mm sound motion pictures and carried a collection of paperbacks of particular interest to all age levels in disadvantaged areas. This cooperative effort was so successful it is being repeated again during the summer of 1969.

In 1965-66 the Nassau Library System undertook a study to determine ways for libraries in Nassau County to extend service to the disadvantaged. In the short span of time since the disadvantaged study was completed notable strides have been made in the County in serving this segment of the population. Much still needs to be accomplished. Because groups throughout the County are increas-

ingly emphasizing service to the disadvantaged, it is not surprising that the need for extended services to this segment of the population received top ranking by many of the groups answering the priority questionnaire. These groups range from the college offering special courses and equivalencies for the disadvantaged, to groups serving the pre-school child. There are those groups concerned with basic education for the adult who cannot read or write, and those interested in up-grading employment opportunities for the disadvantaged. There are governmental and private civil rights, health and social service groups. The public libraries are concerned with service to all of these groups.

Whether it be the staff of the Nassau County Youth Board, the New York State Division of Parole, the factory division of the Human Resources School, the Nassau County Job Development Center, the County Jail, the Nassau Council of Churches or other groups working with the disadvantaged - all share with the public libraries the need for simple and meaningful materials to use in meeting the educational and vocational interests of the disadvantaged adult or young adult be he black or white. Ways of stimulating and motivating non-readers of all ages must be sought. Every one is ready to say "The usual ways of motivating readers or users of libraries will not work." No one has yet come up with a satisfactory answer to this problem. The Director of the Long Island Opportunity Center has observed "What we need are comic books on job opportunities and job performance written on a sixth grade reading level patterned after the Al Capp Job Recruitment comic which has been most effective in reaching the non-reading unemployed group."

The Nassau County Job Development Center is concerned with the employment needs of Nassau County residents. The Director places a high priority on the importance of reading in the job development process. He commented that approximately 400 people a year, with from one to three years of education at segregated Southern colleges, visit the Center. They are interested in earning additional college credits or in doing outside reading to familiarize themselves with new requirements for employment. In addition to the use of a collection of books at the Job Development Center, they need special encouragement and help if they are to use their public libraries to advantage. The non-college group need easy-to-read material easily obtainable on career development, grooming and scholarship aid.

The 1960 U. S. Census of Population reported that 322,996 persons over the age of twenty-five in Nassau County did not have a high school diploma. Of course, many of these adults are not disadvantaged, but many are. Increasingly groups are striving to find the best ways of encouraging the disadvantaged person without a high school diploma to pass his high school equivalency test. One such group - the New York Division of Parole - reports approximately 500 parolees in the Nassau-Suffolk area (most of whom are high school drop-outs or semi-illiterates) who need study materials to help them in their work toward a diploma. Although the public schools, the Nassau Community College and Hofstra College with its HEP (Hofstra Equivalency Program) are reaching some of those without high school diplomas, many more are not being reached.

One of the concerns of ALIVE, the newly created Adult Long Island Vocational and Educational Counseling System, is the problem of high school equivalency for the disadvantaged. Explorations are underway to include at least two of the public libraries in the County in pilot high school equivalency programs. Cooperating with other community groups, the libraries will furnish meeting space and as many of the needed materials as possible, will register applicants, etc.

ALIVE recently sponsored an educational conference attended by college deans and counsellors, public school adult educators, representatives from community organizations and ten black students who are attending colleges in the County under special college programs. The purpose of the conference was to discuss the educational needs of persons barred from educational opportunities for socio-economic reasons. It was felt they should be placed in career-related programs where they may proceed at their own pace under changed but unlowered standards. Since many of these persons work full time in addition to attending school, they depend on their local library for reading materials. This suggests that there must be cooperation between the colleges offering courses and the libraries which are expected to furnish supplementary reading.

On the other side of the coin staff workers, social work aides and volunteers have a need for reading materials to aid them in becoming increasingly aware of such problems as poverty, problems of the disadvantaged, employment, social unrest, group work techniques, interviewing and test evaluation. A Reading Program would help meet the in-service training needs

due to the frequent turn over of case workers.

These do not cover all of the concerns connected with work with the disadvantaged. But perhaps they are sufficient to show that this is a complex problem in which many groups including public libraries are searching for answers.

Several suggestions have been offered for meeting at least some of the needs that have grown out of this area of service. Among these is the recommendation that funds be sought for planning and offering a week-long, live-in institute for governmental and private groups, librarians, and members from the Black community to explore, with outside consultants in the fields of psychology and sociology, areas of cooperation between County, County-wide groups and library personnel engaged in service to the disadvantaged. Funds should also be provided for materials as needed. It is suggested that emphasis be placed on developing a deeper understanding of the needs and interests of the disadvantaged, and on ways of motivating the disadvantaged to take advantage of the vocational, educational, and recreational opportunities in the County including reading. As a secondary purpose it is hoped that those attending will gain a knowledge of the many developments in the County planned with and for the disadvantaged.

A second recommendation is that funds be sought for the establishment of a Center for informational, educational, cultural and recreational materials to be used with the underprivileged, as well as a collection of professional materials on all aspects of work with the disadvantaged, for the use of librarians, teachers, guidance counsellors and all groups involved in this area of work. There are several places where such a collection might be housed. The choice of one of the larger public libraries centrally located with good parking facilities is suggested for such a collection because of longer hours of opening. However, the collection might be housed in the library of the Nassau Community College, in the library of one of the four-year colleges, or in the multi-purpose building in Glen Cove or Roosevelt. Wherever the collection is placed, its selection should be made by a representative committee of subject specialists covering all interests and aspects of service to the disadvantaged.

A third recommendation concerns the member libraries directly

in that it suggests that all public libraries be encouraged and given financial help (if needed) to set up in a prominent area, clearly marked, an attractive collection of books and pamphlets of special appeal to the slow learner, the undereducated and the otherwise disadvantaged, with special emphasis on Afro-American history and culture, easy-reading vocational materials and other easy-reading books.

A final recommendation suggests that the list of books needed in the preparation for high school equivalency tests be forwarded to all member libraries and that libraries be encouraged to set up a special collection of these titles. Where a library's own funds are not sufficient for this purpose, it is recommended that the means be found to supplement the library's collection.

Service to the Homebound

A second special service involving many groups in the County, as well as the libraries, is service to the individual of whatever age who is homebound. Those who are in nursing homes and hospitals may be easily identified. However, there are many homebound individuals of all ages in their own or other private homes who are in need of library service.

One problem is to find the homebound. The County Office for the Aging through the A. Holly Patterson Home has set up a telephone service whereby residents at the Home telephone senior citizens living alone to ascertain that all is well with them. These people are easily identifiable as are those listed with local fire departments. The Nassau County Department of Recreation and Parks is particularly interested in stimulating homebound service in the local community and in being a resource to publicize any library service which is developed. This Department is currently engaged in compiling a list of the homebound of all ages for the purpose of trying to help to meet their recreational needs. Libraries are being invited to assist in the compilation of this list which will be invaluable to them as they strive to meet the needs of the homebound, as well as to all other organizations engaged in work with the homebound.

In some areas the local library is able to give library service to the homebound. There are, however, many communities where such services cannot be adequately supplied by the library either because of the size of the library staff or the limitations of the

library budget. In order to give adequate service to all individuals physically unable to come to the library supplementary funds are needed. One solution to the problem would be a bookmobile which would make periodic stops not only at nursing homes, but also at homes of individuals. The wider use of trained volunteers for supplying shut-in service on a regular basis should also be explored with those groups providing volunteers such as the Telephone Company and the Junior League.

A one or two-day Institute, planned for librarians and the various agencies in the County engaged in work with the homebound is strongly recommended. A major purpose of the Institute would be to explore the recreational and educational needs of the homebound and ways of offering the homebound complete library service.

Talking Book Service

An important part of service to the homebound and others is the talking book service. A change in the law extended this service to the physically handicapped who are unable to hold the printed book, as well as to the person with eye difficulties, who may not be legally blind. The Nassau Library System, in a pilot project without additional funds, is circulating talking books and machines through local libraries. There are said to be some 75,000 handicapped persons in the County - not all of whom are eligible for talking book service - but all are eligible for library service, unless they live in unserved library areas.

There is a need to seek out those individuals still unaware of the talking book service. Over 1000 registration forms for talking books were sent to 25 additional groups and 18 hospitals as a result of interviews during this Study. This resulted in many new talking book users, but more publicity is needed. The following comment of one Clinic administrator is typical of many others, "The talking book service is one of the biggest steps forward in library service in the County."

It is urgently recommended that the Nassau Library System explore the possibility of applying for designation as a Regional Center for talking books and that funds be sought to help with the establishment and operation of the Center.

Those with long-term illnesses

Another need repeatedly expressed in the interviews and on the questionnaires was that of helping parents, families, friends and the community to understand the stresses of long-term chronic illnesses and serious disabilities. An understanding of persons of all ages who have had mental disabilities but are now returned to the community is essential. More wide-spread information is needed by parents and professionals on the mentally retarded child and on dyslexia, a form of brain injury which involves perceptual and reading difficulties.

CHAPTER VIII

DIRECT SERVICE TO GROUPS

Judging from replies to the questionnaires, interviews and follow-up calls to the Service Center, an acute need of many groups is concerned with improving their proficiency in the provision of library materials to their staffs and clienteles. The needs include help with internal professional collections, loan of supplementary materials and training workshops for staff members.

Help with Internal Professional Collections

Of the groups answering the questionnaire, 79 have internal or office libraries, varying in size from less than 50 books of non-fiction to over 10,000. On the one hand, 22 of the groups have full-time librarians. On the other hand, of the 40 groups with part-time library workers, the office secretary has charge of the book collection as part of her duties.

The library collection in several of the groups is so small it poses few organizational problems. However, 18 other governmental and private groups have asked for help with their library collections. In general, these requests are from groups with an office collection of approximately 100 to 200 books and journals. Assistance is needed in weeding, re-organizing, cataloging, expanding, and setting up a circulation plan.

Several of the collections also include sizeable numbers of monographs, pamphlets, and short reprints which need to be arranged for easier access. Coupled with advice as to what to do and how to do it, help in training employees or volunteers to care for the library collections has been requested by several County and County-wide groups.

In some instances, consultant help is needed for a relatively few hours; in others, assistance may be required over a period of months. A listing of only a few of the many requests will illustrate the need for this service.

Space for a center for books, magazines, and instructional manuals for the use of several hundred staff members is provided in the

new building of the Nassau County Division of Recreation and Parks. The Department would like help in cataloging the material or in training a member of the staff to work on the present collection of several hundred items.

The Agricultural Division of the Nassau County Extension Service has a specialized collection of 300 books on horticultural, agricultural and gardening information with an emphasis on home vegetable gardening, trees, shrubs and lawn care. These materials could be made available to the public if help could be given in cataloging the collection. A more useful system of cross reference is also needed for the hundreds of up-to-date Cornell University agricultural bulletins and pamphlets presently arranged by code numbers.

Nassau County Planning Commission's primary library problem is involved with making material available to the members of the public who use the Planning Commission. The collection includes almost 500 technical reports, pamphlets, short leaflets, and single copies of reports unavailable elsewhere. The lack of a system of circulation control makes the lending of material difficult. A follow-up telephone call to the Service Center from the Commission stressed the need for help.

The Nassau County Department of Social Services would like help in cataloging and up-dating a twenty shelf book collection, eight shelves of periodicals and eight file drawers of pamphlets.

The Nassau County Probation Service has requested aid in setting up a simple cataloging and circulation control system for 200 to 300 books and a specialized collection of several hundred pamphlets, presently stored in two file drawers.

Long-Term Loan Collections

Several County and County-wide groups with small budgets or no budgets at all for materials expressed an interest in borrowing books in a great variety of subjects on long-term loan for staff use as well as for office use by patrons. The following requests are indicative of the many which were received:

> Long Island Employment Agency Council needs books and information on labor trends, job markets and changing skills.

The Family Service Association of Nassau County would like professional material on family care and treatment, including books on the underprivileged, as well as monographs and journals.

Long Island Youth Opportunity Center has a need for a collection of counseling, sociology, psychology and group work materials for the staff.

The Nassau Council of Girl Scouts would like a loan collection to supplement their own books on crafts, games and outdoor life at their five resident summer camps.

The Head of the Long Island Senior Citizens Directors Association writes: "Collections of books should be deposited at Senior Citizen Centers and Projects for those who cannot get to the Library."

Staff Development Workshops

Another type of request from the groups has been for workshops for staff development. These cover such subjects as improved reading techniques, storytelling and reading aloud, and discussion leadership.

Whose responsibility?

These are all legitimate library requests. However, they do pose the question - can the Nassau Library System under its present form of service meet these needs? A second closely related question follows. Provided the Service Center had the staff to undertake direct service to non-library agencies, to do so would be contrary to the purpose for which it was established. The Service Center's program is clearly defined as one to "foster quality library service in Nassau County" by providing service to autonomous member community libraries. Service Center operations are largely shaped by priorities established by the member libraries. Direct services to the "public" have been avoided, unless mandated by the nature of the collection (government documents for example).

This study, made possible with Library Services and Construction Act Funds, was undertaken after discussion with the County

Executive's Office. Its primary purpose was to obtain a picture of the need for additional library services in the County. There is no doubt but there are pressing needs. The answer revolves around the fact that the fixed financial formula under which all New York Systems function inhibits the development of broad creative patterns of direct or indirect services - unless these are conducted with supplementary funds on a project basis. New operational programs must seek continuing sources of funds if basic services to member libraries are not to be jeopardized.

CHAPTER IX

SERVICE TO COUNTY INSTITUTIONS

In New York, as in many other states, library service to such institutions as hospitals and prisons has been to a large extent neglected. The State Library Development Division in Albany has studied the need for such service and hopefully with the aid of Federal funds will develop a state-wide plan for future service to institutions. However, as is recognized in Emerging Library Systems, a 1963-66 evaluation of the New York State Public Library Systems, a large System cannot and does not wait for the State to develop needed programs.

Answers to questionnaires and interviews pointed up the fact that one of the greatest gaps in library service in Nassau County is library service in the County institutions: the hospitals, the nursing homes, the Nassau County Jail and the Nassau County Children's Center. With the possible exception of the smaller nursing homes, no local library is or can be responsible for library service to these institutions.

Hospital Service

Although the hospitals in the County have professional libraries for the doctors and nurses, they do not have well-equipped libraries for their patients. The Service Center, through the member libraries, supplies talking book and film service for any hospital in the County. In a few instances local libraries have supplied large type and other books for hospital patients. However, it is not realistic to expect a relatively small library to give complete service to a large hospital even though it is located within the library community.

The Meadowbrook Hospital is but one example of the expressed need for general library service in a County hospital. This hospital hopes to have family apartments for residents and interns, a residence for 100 nurses and live-in facilities for 500 employees. Meadowbrook has a highly developed professional library for its doctors. It would like to make books easily available to the patients and to the general staff through a bookmobile stop, a small branch library or a large rotating collection of from 1,000 to 1,500 books. Undoubtedly, the most effective library

for patients and general staff should be comparable to the professional library, perhaps established under contract as a branch of the East Meadow Library. Or the hospital might contract with the Service Center for such a branch.

Another possibility is for the County to contract with the Service Center for bookmobile service to hospitals and nursing homes until such time as a permanent collection and qualified librarians can be provided. Additional titles would be available through the inter-library loan network once a basic collection is set up. The whole area of library service to hospitals needs further study and eventual funding. Both State and County support are necessary, for the development of a totally new, but seriously needed service in the County.

Nursing Homes

Closely related to hospital library service is service to nursing homes and homes for the elderly. The largest of these, the A. Holly Patterson Home for the Aged and Infirm, a County institution in Uniondale, has a library of sorts. This Home in the past has used part-time volunteer library staff. The Home has a good gift collection of large-type books. It depends on gifts for its other collections. Many of the latter are little more than cast-offs rather than reading materials of interest to senior citizens. Members of the staff of the Uniondale Public Library visit the Home from time to time and supply film service on a regular schedule. At the request of the Home, Uniondale Library staff looked over the book collection and offered advice as to its maintenance. However, the Public Library has neither staff nor funds to offer complete library service on a sustained basis.

Other nursing homes also have gift book collections. Loan collections of large-type books are available on a limited basis from the Service Center to enable the member libraries to serve the nursing homes in their areas. The County Executive has been most helpful in publicizing this service.

In some areas, the local library pays regular visits to its nursing homes, supplying talking book service for those who can use neither the regular nor large type books. For example, the Hicksville Public Library makes a scheduled bookmobile stop at the Jones Institute to deposit books and films. Many libraries, however, cannot offer this type of service.

As in the case of the hospitals, this is a whole area of library service which needs to be further explored, funded, and developed.

The Nassau County Jail

The Nassau County Jail located in East Meadow, has a daily population of from 500 to 600. The inmates have terms of a year or less unless they are awaiting trial. A high percentage of the inmates are from 18 to 20 years of age. The jail has a collection of some 10,000 books gathered from public library discards and many collections from various organizations. A small collection from these books has recently been placed in a newly established library and reading room, with one of the officers of the jail assigned full-time as librarian. Three or so of the inmates assist in the library. The jail also has a small school library for those inmates working towards a high school equivalency diploma. There is one certified teacher, paid by the County but assigned by the East Meadow School District. Five officers from the jail have been trained to assist him. An enlarged collection of school reference books is greatly needed.

In addition to the books of fiction and light non-fiction, the jail needs access to a collection of foreign language books and magazines for the inmate who reads only in his native language. For example, last year there were two Frenchmen, smugglers of narcotics, who could speak only French. Some current reading material was flown from France for them. As a result of this Study, the jail now realizes that the Service Center through the East Meadow Library can supply collections of foreign books.

In response to an urgent request from the jail, the Service Center borrowed a collection of easy reading books for adults from a member library to aid the fourteen Each-One, Teach-One volunteer teachers who are teaching fourteen male inmates to read. According to the jail, there is a desperate need for expansion of this collection. Current magazines and automobile shop manuals are also needed. There has been a recent request for simple art books on how to draw and paint. The East Meadow Library is ready to supply some materials but obviously cannot meet the total need.

The Nassau County Children's Shelter

The Children's Shelter, at least since 1964, has been concerned

with the need for improving the children's library. The Coordinator of School Libraries for the East Meadow School District worked with the Shelter in drawing up a list of recommended titles for initial purchase, but finance has been a major problem. The East Meadow Library and the Children's and Young Adult Consultant Services recently weeded the large collection of outdated children's books and sent a new collection of books on long-term loan to the Shelter to meet in part the immediate great need for children's and young adult books. The Shelter has sought a State grant for library development, but thus far has been unsuccessful in obtaining funds. In addition to children's books, the Shelter needs professional books for staff use. Recent books in the following areas were particularly requested:

Social work, social case work, psychology
Work with the delinquent, reluctant learner and underachiever
Medicine, nursing and dietetics
Urban crime

Responsibility for Library Service to Institutions

In the final analysis, who should be responsible for library service to County and County-wide Institutions?

The public library (as differentiated from a library system) has traditionally accepted a residuary responsibility for meeting the library needs of its "community" when those needs are not being met adequately by more appropriate parent agencies (schools, colleges, industry, government). Since many of the local public libraries in the County cannot adequately meet the wide-spread library needs, it is appropriate for the Service Center as the one library agency that now serves a County-wide function to accept this residuary responsibility, provided funds are made available.

This then poses a second basic question. Even if funds were found and the responsibility accepted, are the library needs of hospitals, the jail, the Children's Shelter and other similar institutions best met on a limited "extension" basis? It must be clearly understood that they are not. Ideally, these County agencies need library programs that are completely integrated into the life and purpose of the institution. The American Library Association Joint Committee on Institutional Services, representing the Association of School Libraries and the Association of Hospital and Institution Libraries, in a report dated

January 1967 states:

> "Whenever, for reasons of practical expediency or other purposes....a public library assumes responsibility for basic library functions and services within another agency or institution, it should be done on a contractual basis... Such agreements should be regarded as interim or stop gap measures rather than desirable long term solutions."

CHAPTER X

A FINAL CHAPTER

Prior to this Study, very many groups in the County were unfamiliar with the services available to them from their local public libraries. When setting up a new project or developing plans for increased service, they did not think in terms of library services. On the other hand, some of the public libraries in the County have not become involved in community affairs because they feel they have neither the staff nor the materials to do so. Other public libraries would like to become more involved but have not for one reason or another taken the initiative in reaching out to the community. Of course, many libraries in the County do participate actively in community affairs.

Up to very recent times, community libraries all over the United States have been concerned with meeting the needs of the great student influx. Library collections and services have been geared to meet this need - and rightly so. Now, however, the picture is gradually changing. School libraries are beginning to meet more of the student needs. New college libraries are being built. All over the country public libraries are accepting the fact that they have responsibility for serving the total community, both groups and individuals of all ages and of all educational backgrounds and interests. Libraries are re-evaluating their concept of service to include the adult who never learned to read; the adult who was a high school drop-out; the mature woman who is returning to work and needs knowledge of the labor market, refresher courses to find her place in that market and the confidence to re-enter the world of work; the adult who is returning to college to obtain an uncompleted degree; the man or woman looking ahead to retirement; the senior citizen who is not satisfied merely to rock on the front porch or baby sit in return for board and room. Libraries as well as community groups are searching for improved program ideas and methods in order to reach out to those who already have many demands on their time. Together with other governmental and community groups, libraries are becoming concerned about service to the Black community; about relationships between Black and White; about the threat of narcotics to the young people; about the widening of the generation gap. Consumer problems, health problems, the needs of the

mentally and physically handicapped are the concerns of agencies, organizations, the County departments and offices and the public libraries.

Every library has at least some materials to meet community needs. But it is not enough to have these materials on library shelves. Of what purpose are they if they are not being used? It is not enough to prepare lists of materials. It is not enough to offer rooms for community meetings. The library, as a unique institution with no special ax to grind, should occupy a position of leadership in the community. It should be involved in every community project of an educational or recreational or cultural nature. Librarians should be included on community and organization councils and committees.

All this will not happen overnight in all libraries. It will mean in some cases a re-examination of library collections for adults, a re-assessment of staff duties to release time for staff members to work more closely with governmental and community groups and, above all, it will mean a willingness to re-evaluate the role of the library in today's society. It will mean training of library staff to undertake this new role. It will mean, too, that groups must be kept informed of the services the library has to offer and of the library's willingness to be involved actively in community affairs. It will mean the acceptance of the library's changing role by all facets of the community.

Public and school libraries have been concerned for years with school-library cooperation in which elementary and secondary schools and the public libraries have worked together on solving their mutual problems. Why should not this same principle be carried over to a cooperative effort between groups and organizations and the public libraries? As a matter of fact, this is not a new concept. Municipal libraries with branches have added to their staffs outreach librarians or community organization librarians to work with community groups and organizations. Cannot this concept be carried over to a Library System with its autonomous libraries and a County with its autonomous cities, towns, and villages? It is hoped that a cooperative working relationship on a sustained basis between the Nassau Library System and the County Government can be developed to the benefit of all County and County-wide groups.

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APPENDIX I

SOURCES USED IN COMPILING LIST OF COUNTY AND COUNTY-WIDE DEPARTMENTS, AGENCIES AND ORGANIZATIONS

Association of University Women
Business and Professional Women's Clubs
Catholic Charities
Church Clubs
Directory of Community Services in Nassau County. 1966, produced by Health and Welfare Council of Nassau County
Directory of Long Island Leadership, 1967. Long Island Daily Commercial Review.
Drama Organizations of Nassau County
4-H Leader's Councils
Health and Welfare Council - Membership List
League of Women Voters
Nassau County Annual Report - List of Departments and Agencies
Long Island Catholic - current issues
Long Island Negro Business and Professional Men's Association
Nassau County Art Societies
Nassau County Extension Service Association - Home Economics Division: Program Planning List
Nassau County Mental Health Board - Directory of Services
Nassau County Music Organizations
Nassau County Data Book. Nassau County Planning Commission
Nassau County Vocational Center for Women
Nassau County Youth Board
National Council of Jewish Women - Nassau-Suffolk Coordinating Committee
Nassau County Department of Labor - List of Unions
Newsday - Current issues
Women's Clubs
Telephone Directory for Nassau County

APPENDIX II

NASSAU LIBRARY SYSTEM

Questionnaire to County and County-Wide Organizations and Agencies

Will you please answer the following questions in order that the Nassau Library System may learn how it may be of service to your organization or agency? We are enclosing two copies, one of which is for your file.

Name of Organization or Agency_____

Address_____ Telephone_____

Head of Organization or Agency and Title_____

Address and Telephone Number if different from above_____

_____

What are the major purposes or goals of your group?

If you have an annual report for general distribution, please enclose it together with other leaflets or sheets which describe your service.

(1) In which of the following groups would you classify your organization or agency?

(Check more than one if necessary)

( ) Business
( ) Cultural
( ) Educational
( ) Governmental
( ) Health (Mental)
( ) Health (Physical)
( ) Informational
( ) Inter-group
( ) Labor
( ) Political
( ) Professional
( ) Recreational
( ) Religious
( ) Service
( ) Veterans
( ) Vocational
( ) Vocational Counseling
( ) Welfare
( ) Other (specify below)

_____

_____

(2) What age groups do you serve?

( ) Children (pre-school)
( ) Children (school to 13)
( ) Young Adult (13 to 19 years)
( ) Adult (20-60 years)
( ) Adult (over 60 years)

(3) Do you have branches or departments in the local communities? ( ) Yes ( ) No
(If your answer is "yes," please enclose a list.)

(4) Do you have a library in your organization or agency? ( ) Yes ( ) No
If your answer is "yes," please answer the following questions:
Is there a person responsible for your library? ( ) Yes ( ) No
If your answer is "yes," is this person ( ) full time ( ) part time
How many volumes of fiction are there in the library?_____
How many volumes of non-fiction are there in the library?_____
Is the collection for use by your staff? ( ) Yes ( ) No
Is the collection for use by the public? ( ) Yes ( ) No

(5) Please check below the kinds of library service you feel your organization needs. (Check as many as you wish - star those which you feel are most important.)

( ) Help in setting up a library
( ) Advice on cataloging your collection
( ) Collection of books and pamphlets for long-term loan
( ) Materials for the disadvantaged
( ) Materials for the handicapped
( ) Reference service
( ) Reading lists for office use
( ) Reading lists for general distribution
( ) Exhibits of books and pamphlets
( ) Talking book service
( ) Film lending service
( ) Loan of 16mm projector
( ) Opportunity to preview films
( ) Loan of recordings
( ) Loan of tapes
( ) Loan of programmed texts
( ) Shut-in service (nursing homes)
( ) Shut-in service (individuals)

( ) Workshop on Audio-Visual Services
( ) Workshop on Program Planning
( ) Workshop on Discussion Leadership
( ) Workshop on Story Telling and Reading Aloud
( ) Workshop (Other) Please specify
_____
( ) Information about materials for programs
( ) Lists of speakers for programs
( ) Meeting room
( ) List of community organizations
( ) Community calendar of county-wide activities
( ) Other (Please specify)
_____
_____
_____
_____
_____

(6) Do you feel it would be to our mutual advantage to talk over ways in which your organization or agency and the Nassau Library System might work together?
( ) Yes ( ) No

Please add any comments you may desire.

Please return this questionnaire in the enclosed envelope by August 1, 1967, to:

Mrs. Muriel C. Javelin
Adult Services Consultant
Nassau Library System
Roosevelt Field, Lower Concourse
Garden City, New York 11530
Telephone: 741-0060

Thank you!

APPENDIX III.

EUGENE H. NICKERSON
COUNTY EXECUTIVE

OFFICE OF THE EXECUTIVE
NASSAU COUNTY EXECUTIVE BUILDING
MINEOLA, NEW YORK

July 3, 1967

Dear Community Leader:

The Nassau Library System and Nassau County government are embarking on a joint project to improve library services for governmental and private agencies in the County. We are anxious to determine what gaps may exist in library services to these community organizations. The work of many of our governmental and private county-wide agencies could be considerably enhanced by the provision of additional library services based upon specific needs. We, therefore, ask your cooperation in filling out the attached questionnaire as a first step.

The merit of this project has been recognized by the State of New York. The Nassau Library System has received a grant administered by the New York State Division of Library Development under the Federal Library Services and Construction Act to carry out this project.

The questionnaire is in two sections. The first requests information about your organization or agency. The second suggests ways in which the Library System might be of service to you. It is hoped that from this questionnaire we can develop more sophisticated and responsive services.

This project is important to all of us. I trust that each of you will respond as completely as possible.

Sincerely yours,

Eugene H. Nickerson
County Executive

Director, Nassau Library System

APPENDIX IV.

LIST OF DEPARTMENTS, AGENCIES, OR ORGANIZATIONS RETURNING QUESTIONNAIRE WITH DESIGNATION OF THOSE INTERVIEWED

68	*+	A. Holly Patterson Home for Aged and Infirm
100		Accredited Private Hospital Association of Nassau-Suffolk
85		Advertising Council of Long Island
154		American Cancer Society, Nassau Division
44	+	The Arthritis Foundation - Nassau and Suffolk Division
123	*+	The Bar Association of Nassau County
7	+	Catholic Charities, Diocese of Rockville Centre
8	+	Catholic Charities - Family Services Division
151		Central Nassau YM & YWHA
108	+	Chinese Center on Long Island
86		Community Hospital at Glen Cove
101	+	Council of Arts Center
96		Eastern Leukemia Association - Nassau County Division
25		Education Council for School Research and Development
2	+	Epilepsy Association of America - Nassau County Chapter
156		Episcopal Diocese of Long Island - School of Theology Library
45	+	Ethical Culture Society
94	*	Family Court Mental Health Clinic
3	+	Family Service Association of Nassau County, Inc.
18		Federated Garden Clubs of New York State - District II
19	+	Five Towns' Chapter-National Foundation for Neuro-muscular Diseases
64		Franklin General Hospital - Medical Library
153		Hadassah Nassau Suffolk Young Judaeca
121	+	Health and Welfare Council of Nassau County
57	+	Hempstead General Hospital Medical Center
20	+	Human Resources School
50	+	The Industrial Home for the Blind
58		Jewish Community Services of L. I.
36		Jones Institute
37		League of Women Voters of Nassau County
102		Long Beach Memorial Hospital
144	+	The Long Island Association of Commerce and Industry
103	+	Long Island Chapter National Secretaries Association, International
26		Long Island Council on Alcoholism
46		Long Island Dietetic Association
9		Long Island Directors-Urban Renewal

* County Agency

\+ Interviewed

Note: Numbers refer to the returned questionnaires on file at the Nassau Library System Service Center.

131		Long Island Educational Communications Council
76	+	Long Island Employment Agency Council
10	+	Long Island Hospital Review and Planning Council
38		Long Island Jewish Hospital Hearing and Speech Center
104		Long Island Public Relations Association
127	+	Long Island Senior Citizens Directors Association
60	+	Luther E. Woodward School for Emotionally Disturbed Children
119		Lutheran Social Services
118	*+	Meadowbrook Hospital
116	+	Mental Health Association of Nassau County
27		Mercy Hospital
28	+	Mid-Island Hospital
105		Mid-Nassau Community Guidance Center
47		Mill Neck Manor Lutheran School for Deaf
29		Muscular Dystrophy Association of America
113	+	Nassau Academy of Medicine
5		Nassau Center for Emotionally Disturbed Children
32	+	Nassau Chapter, New York Association for Brain Injured Children
88		Nassau Community Health Services Foundation
6	+	Nassau Council of Churches
74	+	Nassau Council of Girl Scouts
70	*	Nassau County Board of Elections
13		Nassau County Chapter, American Red Cross
48		Nassau County Chapter, National Multiple Sclerosis Society
52	*+	Nassau County Children's Shelter
128	+	Nassau County Chiropractic Association
77	*	Nassau County Civil Defense
115	*+	Nassau County Civil Service Commission
136	*	Nassau County Clerk
21	*+	Nassau County Commission on Human Rights
61	*	Nassau County Commissioner of Jurors
148	+	Nassau County Council, Boy Scouts of America
125	+	Nassau County Council of Camp Fire Girls
78	*+	Nassau County Department of Commerce and Industry
135	*	Nassau County Department of Franchises
39	*+	Nassau County Department of Health
62	*+	Nassau County Department of Labor
139	*+	Nassau County Department of Social Services
63		Nassau County Diabetes Lay Society
65	*+	Nassau County Division of Recreation and Parks
89	*+	Nassau County Division of Recreation and Parks - Senior Citizens Recreation Activities
129	*+	Nassau County Extension Service Association - Agricultural Division
11	*+	Nassau County Extension Service Association - Home Economics Division
71	*+	Nassau County Family Court

122		Nassau County Firemen's Association
141	*	Nassau County 4-H Division
30	*	Nassau County Historical Museum
33	*	Nassau County Historical Society
12	*+	Nassau County Hospital for Pulmonary Diseases
72	*+	Nassau County Jail
59	*+	Nassau County Job Development Center
1	*+	Nassau County Mental Health Board
146	*	Nassau County Office for the Aging
92	*+	Nassau County Office of Consumer Affairs
31	*+	Nassau County Office of Performing and Fine Arts
14	+	Nassau County Optometric Society
133	*+	Nassau County Planning Commission
79	*	Nassau County Police Department
140	*+	Nassau County Probation Department
49		Nassau County School Health Council
138	*+	Nassau County Veterans Service Agency
90	*+	Nassau County Vocational Center for Women
15		Nassau Heart Association
40		Nassau Hospital
34		Nassau Neuropsychiatric Society
126		Nassau-Suffolk Association of Rabbis
106		Nassau-Suffolk Region of Hadassah
35	+	Nassau Tuberculosis and Respiratory Disease Association
145		National Conference of Christians and Jews - Nassau-Suffolk Region
22		The National Foundation -March of Dimes
142	+	New Occupations Worldwide
150		New York State Commission for Human Rights
80	+	New York State Congress of PTA - Nassau Long Island District
81		New York State Department of Labor - Division of Employment
82		New York State Department of Motor Vehicles
97		New York State Department of State
93		New York State Department of Taxation and Finance
109		New York State Division for Youth
83	+	New York State Division of Parole
143	+	New York State Education Department - Division of Vocational Rehabilitation, Long Island District Office
91	+	New York State Employment Service - Long Island Youth Opportunity Center
84		New York State Water Resources Commission
110		New York State Workmen's Compensation Board
107		Newman Alumni Association of Long Island
23		North Shore Child Guidance Center
41		North Shore Hospital
124		Northeast Mental Health Clinic

137	*	Office of Mobilization for Democracy
42	+	Peninsula Child Guidance Center
117		Piano Teachers' Forum of Long Island
55	+	Planned Parenthood of Nassau County
4		Psychiatric Consultation Clinic
16		The Rehabilitation Institute
43		Repertory Theatre of L. I.
114		St. Francis Hospital
130	+	Social Security Administration District Office
111		South Nassau Communities Hospital
67	+	South Shore YM and YWHA
98	+	Syosset Hospital
24	+	Teen Theatre of Long Island
17	+	Tenth District Dental Society
66		United Cerebral Palsy Association of Nassau County
56		United Fund of Long Island
134	*	Vocational Education and Extension Board
95	+	Vocational Guidance Interest Group
75		Waldemar Medical Research Foundation
99		West Nassau Mental Health Center
149	+	Young Men's Christian Association of Nassau and Suffolk Counties

THE NASSAU LIBRARY SYSTEM

THE LOWER CONCOURSE • ROOSEVELT FIELD • GARDEN CITY, NEW YORK 11530 • 516 741-0060

ANDREW GEDDES, DIRECTOR

APPENDIX V

We are sending a follow-up questionnaire to you as one of the organizations or agencies which answered the questionnaire on ways in which the public libraries of Nassau County may be of service.

The basic work of compiling the wealth of information gathered from the questionnaires and interviews has been completed. We are now in the process of setting priorities looking toward implementation. Because of the great number of recommendations, this is proving to be difficult without your help.

Will you therefore please take a few minutes to check the enclosed questionnaire and thus help us to determine priority recommendations for meeting your library needs.

We are not enclosing a second copy of this questionnaire as it will be included in the final report. You will note on the questionnaire there is opportunity for you to request a copy of the report.

Will you please return this questionnaire in the enclosed envelope by September 14, 1968.

Thank you for your cooperation.

Sincerely yours,

Muriel C. Javelin

(Mrs.) Muriel C. Javelin
Adult Services Consultant

MCJ:mi
Enc.

PRIORITY QUESTIONNAIRE ON LIBRARY NEEDS OF DEPARTMENTS, ORGANIZATIONS AND AGENCIES

	High Priority	Low Priority	Not Needed
Extension of Present Library Service			
Consultant service to County and County-wide departments, agencies, and organizations to assist in the planning, development and maintaining of libraries and library collections.	27	21	
Loan Collections of books in special subjects provided for County departments and agencies.	33	19	
Enlarged Collections of Programmed Texts, with County-wide publicity.	14	21	
Books and periodicals made easily available to the residents of housing projects for the Senior Citizen.	37	13	
Appropriate library services and materials for the educational, social, recreational and vocational training of the inmates of the County Jail.	33	16	
Development and expansion of the children's and staff libraries of the Nassau County Children's Shelter.	34	10	
Circulating collections for hospital employees.	4	19	
Extension of library service to groups in presently "unserved" library areas.	45	8	
Service to the Hospitalized, the Shut-in, or the Handicapped			
Special consideration given to the library needs of patients in the hospitals of the County.	34	15	

	High Priority	Low Priority	Not Needed
Service to the Hospitalized, the Shut-in, or the Handicapped (contd.)			
Provision of complete library service to individual shut-ins, and to those in nursing homes.	36	10	
Closer cooperation between the public libraries in the County and other community groups in the providing of shut-in service.	32	14	
Active cooperation between the Coordinated Council of Volunteer Visitors and the public libraries in Nassau County	20	19	
Expanded talking book service, with increased promotion.	26	15	
A County-wide survey to determine the extent and success of equipment for the visually handicapped in use in the County.	29	14	
Service to the Disadvantaged			
Study to determine ways of motivating the non-reader, with particular emphasis on the disadvantaged non-reader.	44	8	
A cooperative in-service reading program to increase the understanding of librarians and organizational and agency staff in their work with the disadvantaged.	26	17	
For general distribution, a list of the courses being offered in Nassau County in preparation for the High School Equivalency tests.	34	20	
Special collections of books set up in public libraries for those preparing for high school equivalency tests.	32	18	

	High Priority	Low Priority	Not Needed
Service to the Disadvantaged (contd.)			
Collection of books and pamphlets of special appeal to the slow learner, the undereducated and the otherwise disadvantaged, with special emphasis on Negro history and culture, easy-reading vocational materials and other easy-reading books set up in prominent areas in public libraries.	42	12	
Encouragement to publishers to publish easy books on job opportunities and job performance and more books for adults on the third to sixth grade reading levels.	34	16	
Special Collections, Centrally Located			
Establishment of a Center for informational, educational, cultural and recreational materials for use with County's disadvantaged, for librarians, teachers, guidance counsellors and others; and including a collection of professional materials on all aspects of work with the disadvantaged.	36	16	
Establishment of a center for specialized materials on dyslexia and other subjects of interest to those concerned with the handicapped.	23	22	
Establishment of a center for materials in mental health and related subjects.	25	22	
A major centrally located collection of specialized career and vocational material.	37	18	
Establishment of a central source of information on all kinds of business and financial matters; economic trends and indicators, statistical data, research and marketing studies, etc.	18	23	

	High Priority	Low Priority	Not Needed
Reading Lists			
An up-dating of the reading list Pointers for Program Planners, for wide distribution.	17	30	
An up-dating of the reading lists in the Mental Health series: How Well Do You Know Your Children? What Makes a Happy Family? How Well Do You Know Your Teenager?	22	26	
A reprinting of the Young Adult reading list Love and Sex in Plain Language.	15	19	
Revision and printing of three mimeographed Young Adult Vocational reading lists.	24	19	
A list of Books on Negro History and Culture.	35	14	
A list of books in the recreational area (boating, fishing, bicycling, golf, swimming, camping, tennis, etc.,)for general distribution.	10	26	
A list of books for the over 40 age group on Creative Recreational Reading.	13	30	
An up-dated reading list of Large Type Books Lay Your Magnifying Glass Aside for distribution to the general public and to groups working with the handicapped.	28	15	
A list for general distribution on the Problems of Being Handicapped and Chronically ill.	26	22	
Separate reading lists on the three major types of handicaps - mental, physical and emotional - for distribution to patients, their families, and the general public.	29	22	

	High Priority	Low Priority	Not Needed
Reading Lists (contd.)			
An up-dating of the reading list, done in cooperation with the Arthritis Foundation, What Can You Do About Arthritis?	12	28	
A list of books for office use and general distribution on the Brain Injured Child.	22	22	
A list for the layman on Mental Retardation to increase community understanding.	26	19	
An up-dating of the list The Menace of Narcotics.	39	10	
Inclusion with each non-fiction reading list a notation explaining that books not listed in the local card catalog may be searched through the interlibrary loan networks.	22	22	
Mailing list for sample copies of all reading lists prepared at the Nassau Library System's Service Center, with a form for requesting additional titles.	24	23	
Audio-Visual Services			
A copy or copies of the Nassau Library System's Film Catalog. (Indicate number needed.)	42 groups 152+500 copies	14 groups 23	
A series of previews in specialized subject areas, planned on a regular basis for county-wide groups and their chapters, affiliates and interested members.	24	26	
Establishment of a telephone advisory service to provide film information to county-wide program planners and film users.	32	21	

	High Priority	Low Priority	Not Needed
Audio Visual Services (contd.)			
A limited number of films of specialized subject interest such as Brain Injury, Dyslexia, Crime Prevention, etc., made available in the county and publicized to interested county and county-wide organizations.	24	22	
Series of short lists of films on particular subjects, for wide distribution throughout the County.	24	23	
Whenever a booklist is prepared at the Nassau Library System Service Center, a list of pertinent films be included.	30	19	
A list of free films available in Nassau County.	45	18	
A list of available rental sources for 16mm projectors.	24	22	
A list of public libraries willing to loan a 16mm projector, with a notation of lending regulations or restrictions.	35	17	
A list of public libraries owning a circulating collection of recordings.	29	20	
A loan collection of musical and non-musical recordings for the use of groups and organizations.	22	21	
A loan collection of tapes on various subjects.	23	23	
Program Services			
A list of public libraries in the County with meeting rooms.	38	19	

	High Priority	Low Priority	Not Needed
Program Services (contd.)			
Copy of the Nassau Library System's brochure on program planning, with order form for additional copies.	20	24	
Comprehensive speakers list covering a wide variety of subjects, with annual revision.	36	19	
Course on training in discussion leadership for the staff of County and County-wide groups.	21	28	
Series of pre-planned film-book discussion programs on selected subjects for distribution to program planners.	19	26	
Exhibits of pertinent library materials at County and County-wide conferences and meetings.	22	23	
"Telephone-ride-referral service" which would provide a list of volunteers willing to drive senior citizens to library and other meetings.	25	18	
Workshops			
A workshop on library information and reference services to brief staff members of county and county-wide groups on how libraries can be used more effectively.	25	26	
A workshop on improved reading techniques for the staffs of county and county-wide groups.	13	30	
A workshop in storytelling and reading aloud for workers in county and county-wide groups.	8	28	

	High Priority	Low Priority	Not Needed
Workshops (contd.)			
A workshop with a cross-section of employment people on the problems of the homemaker planning to return to work, as well as on the problems of women already in the labor market.	16	22	
A workshop on program planning for county and county-wide program planners.	13	26	
A workshop on Audio-Visual Services for county and county-wide groups.	18	24	
A workshop for group leaders and public librarians to discuss and exchange views on library services of interest to the Senior Citizen.	11	23	
A training program for Camp Fire girls between the ages of 12 and 16 to prepare them for volunteer service in libraries.	11	23	
Listing of Departments, Agencies, and Organizations			
A list of county and county-wide departments, agencies and organizations up-dated on a regular basis.	42	15	
A list of communities which already have available a listing of local organizations and groups.	32	15	
A list of local organizations and groups prepared for those communities not now having such a list.	35	11	
Calendar of Events			
A calendar of major county-wide events and programs.	47	14	
A list of those areas which already have a community calendars.	28	18	

	High Priority	Low Priority	Not Needed
Calendar of Events (contd.)			
A Calendar of local events prepared for those communities not having such a calendar.	23	20	
Information About Library Services			
A list of public libraries in the county with addresses, telephone number and the names of the directors, with an order form for additional copies, for mailing to organization or agency members, chapters or affiliates.	27	21	
A colorful folder describing library services in a simple and meaningful way with particular emphasis on the local library, for the average non-library user, to be distributed through county and county-wide groups.	20	22	
A copy of the descriptive NLS Reference Department brochure, New Dimensions in Reference Services, with an order form for additional copies.	17	25	
A simplified bookmark for adults explaining the Dewey Decimal System.	10	28	
Regular columns in Newsday and the Long Island Press, patterned after the library column in the Long Island Daily Review.	24	24	
A house organ type of library newsletter for organizational use to include library news, prime scheduled library events, current professional books.	22	26	
Brief monthly publicity releases on a variety of library information for reprinting in newsletters or house organs of organizations and agencies.	18	25	

	High Priority	Low Priority	Not Needed
Information About Library Services (contd.)			
A special page or insert in the Senior Citizen Gazette describing those library services of particular interest to the older person.	33	14	
The business community be kept abreast of the library services especially important to them.	23	21	
A union list of scientific and technical books available in the libraries of the county.	20	22	

( ) Please send us a copy of the final report.

NAME_____

ORGANIZATION_____

ADDRESS_____

_____

APPENDIX VI.

CLASSIFICATION OF GROUPS NOT ANSWERING QUESTIONNAIRE

Those 144 groups which did not return questionnaires fall roughly into the following categories:

13	Business and Labor
22	Cultural
6	Educational
6	Fraternal
18	Governmental
7	Health - Hospitals
6	Health - Mental and Physical
12	Intergroup and Minority Groups
3	Recreational
3	Religion
22	Service
5	Veterans
17	Professional
140	

Of the remaining four groups, one is an informal luncheon group, two no longer are in existence and one did not rightly belong in this survey.